

Dear Staff member

Apologies for any cross information contained in this email but this email includes not only important information and but also additional content and actions to complete by all staff **BEFORE 6/4/20.**

### **COVID-19 RESPONSE – STAFF UPDATE**

One2One is currently monitoring daily updates from the Health Dept of WA about the coronavirus (COVID-19) outbreak. This newsletter is going out to all Staff and Homesharers. to pass on important information that you need to know.

If you don't know about COVID-19 please check out information at this link:

<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

One2One has developed a COVID-19 Response Plan which was emailed to everyone via Hubspot Newsletter on 12/3/20 to prepare for the expected impact on our consumers and staff.

One2One wishes to reiterate our message ***Please Don't Panic – stay calm and plan ahead.*** We are all working together to keep everyone safe and informed. One2One will not be shutting down its essential services or operations. Please note the following in relation to your role:

- One2One Coordinators have recently contacted every consumer to ask how they are going at the moment and to talk about their individual COVID-19 Response Plan. This includes a plan to support consumers in the event that their regular staff become unwell or unavailable to work.
- We are implementing infection prevention and control procedures including standard control practices like hand-washing and coughing etiquette.
- **All staff are requested to complete an on-line Training Course to understand World Health Organisation recommended hygiene practices. This is compulsory and will help you to keep yourself, your family and the consumers you support, as safe as possible. Coordinators will ensure that all consumers complete the on-line training course as well, with assistance from a support worker (as this will help keep them safe and informed).**

Please Register and complete the **COVID- 19 Infection Control Training** at:

<https://www.health.gov.au/news/how-to-protect-yourself-and-the-people-you-are-caring-for-from-infection-with-covid-19>

Upon completion, please PRINT or SAVE your Certificate of Completion to give your Coordinator/Supervisor as evidence of completion.

This Training will help you keep your loved ones safe – please ensure you have

completed it BEFORE 6/4/20.

- We ask that staff (or their family) who have travelled outside of Australia within the last 14 days – advise your Coordinator so that you can discuss and manage infection risk together.
- We ask that staff support all of our consumers to limit face-to face contact wherever possible. Look for options to carry out activities out in the open, without needing to make contact with other people unnecessarily. People are advised to remain at home wherever possible and order home delivered groceries or ask staff to do their food and medication shopping if that suits better.
- All face to face meetings and training have been cancelled until further notice. Coordinators will schedule essential meetings from their home offices using digital meeting platforms like phone, email, Messenger, Zoom and FaceTime.
- **One2One office staff will be working from home and the office will have limited opening hours until further notice. Please call 6278 3900 before visiting, to confirm current office open times.**
- Coordinators will take into account the additional vulnerability of particular consumers who are affected by auto-immune deficiencies when monitoring Individual Consumer Covid-19 Response Plans. They will be strongly encouraged to self-isolate and stay home immediately.
- **We urgently request all consumers and staff to let their Coordinator know immediately if they are unwell or are required to self-isolate, so we can manage overall staff availability, communication and safeguarding for consumers and staff.** Attached is One2One's updated Leave Policy please read it regardless and if you have any questions please ask your Coordinator.
- In anticipation of potential staff illness and/or unavailability (due to self-isolation) One2One will survey our workforce to ensure we maintain necessary staffing levels, to support all consumers who receive essential daily supports. You will be contacted by your Coordinator to determine your personal risk level and your availability to provide back up for other One2One consumers in the event that their staff are self-isolated.
- One2One will continue to work with the Dept of Health and Disability Sector Peak Bodies to ensure our policies and practices remain current and appropriate for the level of support we are contracted to provide to every consumer. We will continue to communicate with all consumers and staff and pass on any changes in information that we receive.

## WHAT YOU CAN DO NOW

To reduce risk and protect yourself from infection:

- cover your coughs and sneezes with your elbow or a tissue
- dispose of tissues properly
- wash your hands often with soap and water, including before and after eating and after going to the toilet

- avoid touching your eyes, nose and mouth
- use alcohol-based hand sanitisers
- clean and disinfect surfaces
- if you are sick, avoid contact with others and stay more than 1.5 metres away from people
- avoid touching your eyes, nose and mouth
- avoid large public gatherings if they're not essential
- Self- isolate if you are critically vulnerable
- Seek medical advice if you feel unwell

If you know someone who has contracted the virus see this link about self-isolation:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-isolation-guidance>

Stay up to date by visiting the following sites:

Health Dept of WA

[https://ww2.health.wa.gov.au/Articles/A\\_E/Coronavirus](https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus)

World Health Organisation

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

You can call the National Coronavirus Health Information Line on **1800 020 080** or speak with your doctor.

One2One can provide an Easy Read information sheet about Corona Virus – please contact your Coordinator.

One2One has a constant focus on the well- being of all of our consumers and staff and we will continue to provide a high level of communication and quality service during this challenging time for Australians and other world citizens.

If you have any questions, please don't hesitate to contact your Coordinator or contact the office at [info@one2onewa.com.au](mailto:info@one2onewa.com.au) OR 6278 3900.

Regards

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